



GREEN GLOBE CERTIFICATION

SUSTAINABLE REPORT MANAGEMENT PLAN

2019



M A N C H E B O

**BEACH RESORT & SPA
ARUBA**



SUSTAINABILITY REPORT 2018 - 2019



Set on tranquil Eagle Beach, recently named one of the “Top Ten Beaches in The World” by TripAdvisor, Manchebo Beach Resort & Spa in Aruba occupies perhaps the most enviable oceanfront hotel location in Aruba. This boutique retreat of just 72 hotel rooms is an oasis of island splendor and personalized service. Palm trees, tropical gardens and thatched roof palapas dot the landscape, easing guests into day after breezy day of yoga and Pilates classes, spa services, fine and casual dining, sunbathing on the beach and lounging by the pool, beachcombing and blissful relaxation.

Manchebo Beach Resort & Spa has been a leader in sustainability and responsible tourism over the past 14 years. This luxury boutique resort was the first Green Globe member to earn prestigious Gold Status in January 2008, and December 2015, earned re-certification [Platinum Level](#).

Manchebo Beach Resort embodies all the characteristics of Caribbean hospitality and eco-consciousness. The property continuously improves their efforts to conserving the environment. With a sincere feeling of responsibility and community engagement, the resort staff provides incredible service and a firm commitment to preserve a safe and healthy environment for the island of Aruba, its people and visiting guests.

Green Initiatives (Forms of Engagement) that have been introduced end 2017/beginning 2018 or are going to be launched before the end of December 2019 such as:

- All new insulated sliding doors for the rooms
- Plastic bottle recycling via Plastic Beach Party [Y:\WASTE MANAGEMENT\WASTE DIVERSION PLASTIC](#)
- News paper recycling, start August 2019 [..\Eco Action Sheets\News paper recycling pag 6 & 8 Shift Briefing August 26 - September 1 2019.pdf](#)
- Chef's Cooking class of local food [P:\5 FOOD & BEVERAGE\5 Events, Banquets, Donations F&B\Cooking Class\Copy of Cooking class - 2019.png](#)
- Instalation of a new Chlorine free pool [Y:\Eco Action Sheets\ECO ACTION SHEET 2018 - Pool Pump Chlorinator.docx](#)
- Guest Water filling station [..\Eco Action Sheets\ECO ACTION SHEET 2018 - Water Bottle filling Station Pega.docx](#)
- Pool paver recycling [Y:\Eco Action Sheets\ECO ACTION SHEET 2018 - Pool Pavers Reusage.docx](#)
- Cooking oil recycling [Y:\Eco Action Sheets\ECO ACTION SHEET 2018 - Cooking Oil recycling Waste diversion.docx](#)
- November/December 2017 introduction of a Vegan Day in the employee cafeteria



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The following major initiatives are primarily responsible for successfully improving our environmental efforts:

- The resort has a more **sustainable design & construction of building and infrastructure**; Roofing on buildings are made of artificial grass (thatched roofing and sustainable wood) to use locally appropriate principles of sustainable construction while respecting the natural and cultural surroundings, placed by a local company to be part of the community development.
- an Eco-action plan that tracks energy, water and gas consumption and other key indicators.
- The resort conducts various projects on **renewable energy sources** such as:
 - All guest room doors are insulated by weather strips
 - Double glass patio sliding doors are tinted to maximize the air conditioners' efficiency.
 - Placement of energy efficient - and water savings equipment
 - Super efficient T5 Retrofit lighting - & pool pump system w/ approximately 70% savings in lighting & energy expense.-Conversion from regular split units to inverter split to more energy efficient A/C units
- Replacement of incandescent light bulbs to **LED lights throughout entire property** lowering energy consumption 6.6 times/lower and replacement period greatly minimized satisfying more than 95% of the property lighting needs.
- **Eco Friendly Biodegradable cleaning products** and room amenities
- Purchase of **Eco-friendly Emission Free (CO2 reduction) electric cars**
- **ECO friendly & responsible Purchasing**, take back policies with suppliers, making it a point to buy local eco-friendly products and support environmentally-friendly businesses. For example the Plastic Straw Free Hotel policy.
- Kitchen cooking oil that is collected and mixed with BIO-Diesel
- Vegetable peelings from kitchen operations collected by local pig farmer
- Pool renovation and change to Chlorine free pool, recycling of the pool pavers



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- The Manchebo Beach Resort, as a boutique hotel *‘shows the sustainable way’* and is deeply rooted in **Community and Social endeavors** throughout Aruba. Local causes and charitable organizations are supported through hosting on property events (breakfasts and/or luncheons w/ entertainment), participation in community - and various service clubs outreach programs, sponsorships, donations, and flexible hours of volunteer time from the entire Manchebo team. The resort’s efforts focus on:
 - community foundations
 - local churches
 - hospital
 - schools
 - senior’s homes
 - blind institute
 - juvenile- & rehabilitation centers,

[..\\Community & Social Programs\\Community & Social Programs MBR 2017](#)

- **Recycle/Re-use grey water** from guestrooms (showers, face basins, a/c drip and ice machines for garden drip system)
- The island’s **annual volunteer projects (Reef Care & Coastal Clean-up programs)** Guests and employees are invited to join local environmental and community-related activities, such as the monthly island-wide beach and reef clean-up.
- Guests and employees are also encouraged to participate in **“Wellness & Balanced” living life-styles**. The resort offers a unique and rejuvenating experiences for everyone. A typical day begins with early morning yoga - and/or pilates sessions, spa treatments and not to forget healthy natural fruit based smoothies.
- **Annual Health - & Green Weeks** are organized where the company spotlights the workplace’s role in helping to create healthy employees. It highlights how healthy company cultures drive employee productivity and engagement - molding better business. Sustainable behavior is cultivated --more meaningful habits change that help employees thrive at work and across all aspects of life, positive changes at home and healthier choices

Although the sustainability program is over 14 years old, Manchebo Beach Resort & Spa has reported on Environmental & Social programs over the last years to demonstrate our leadership and commitment to sustainability and social responsibility mainly focusing on our EMS as this relates to our Mission and Vision Statement that we call: Our Purpose, Our Way and Our Vision:

[P:\8 GENERAL\Mission Statement\Our Journey to Success - Manchebo - June 2017.pdf](#)

[P:\8 GENERAL\Mission Statement\Mission Statement Spanish 2019.pdf](#)



Our Purpose:

The wellness, comfort and care of our guests and team members is our highest mission. Our guests will enjoy a warm and relaxed ambiance with the finest personal service, amenities and facilities.

Our Way:

1. We exceed guest expectations
2. We offer innovative and authentic experiences
3. We take ownership of our guest wishes and needs
4. We have a caring attitude
5. We work together as a team
6. We offer continuous education and learning opportunities
7. We are environmentally & socially responsible
8. We are responsible for the highest levels of cleanliness and for creating a safe environment.

Our Vision - Our Impact:

To be a renowned boutique resort in the Caribbean for creating memorable romantic, culinary and rejuvenating vacation experiences.

This reflects our culture not only to proactively make a positive difference in challenging times and to develop innovative solutions, but also to be transparent with our stakeholders. As a result, the Company has been recognized as the top 3 best resorts on the entire island and is one of the Leading Wellness Boutique Resorts.

Given Green Globe Platinum Certification status, Travelife Gold TripAdvisor Green Leader Silver Award and various others places us on the top.

We have continued our journey to reduce our global environmental footprint by reducing electricity consumption with 15% from 30 kwh per guest night during the year 2009-2011 to 25kwh per guest night during the period of 2015-2016.

Water consumption has been lowered with 17% from 0.47 cubic meter in 2009-2010 to 0.39 cubic meter during the period of 2015-2016, 2017 0.38, 2018 0.36 per guest night. LPG Gas consumption has been stagnant over the years.

STAKEHOLDERS	FORMS OF ENGAGEMENT
Associates	Community projects, First Aid/Emergency Response & Safety Trainings, Participation in Tourism Certification Programs, Health and Wellness programs, Social Media



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Customers	Guest Evaluation Surveys, Trip Advisor Recommendation Cards, Charitable donations, sustainable guest room amenities, social media
Communities	Community Engagement Programs, Volunteer Events, Donations to schools for fundraising for education - & school programs, disaster relief charitable donations to various churches, old homes, social clubs, hospital, rehab centers
Board members/Shareholders Annual Report	Board Report & Sustainability Updates
Associations	Board Memberships, Aruba Hotel & Tourism Association - A.H.A.T.A Environmental & Executive Committees, Caribbean Hotel - & Trade Ass.; Green Globe Certification & C.A.S.T., Aruba Gastronomic Association
Suppliers	Giving preference to local suppliers (sustainable products and take back policies)
NGO's	Board memberships, executive committees, & working groups
Government	Advocacy, briefings, meetings, pilot projects and research, regulatory filings

Trip Advisor Rating:

3,087 reviews #3 of 24 Hotels in Palm - Eagle Beach

Certificate of Excellence Green Leaders Silver level

Leadership has also aided our Resort to shape policies and platforms of success. We continue our journey to demonstrate our passion to perform with purpose.

Edgar Roelofs
General Manager

Patrick van den Berg
Assistant General Manager

November 2017



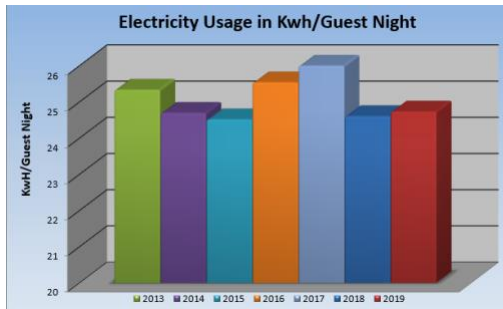
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Information from the graphics below come from [Y:\Energy Assessments](#) (Y:\Energy Assessments\Energy Assessment from 2013)

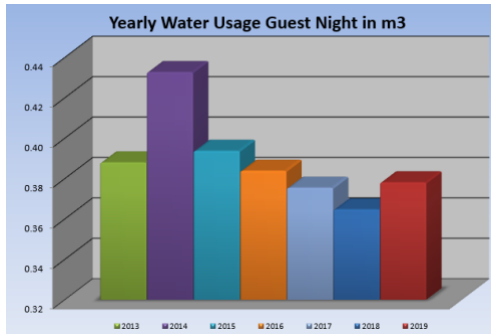
Our Administration Department keeps Track of this information.

ELECTICITY



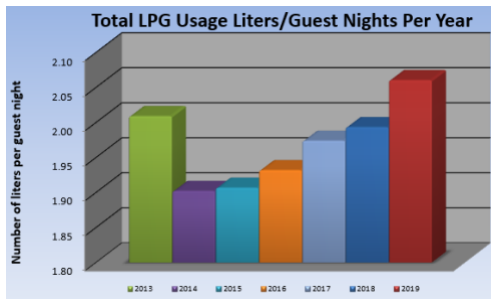
After the significant drop in 2012 the Usage in Kwh/Guest Night stayed stable. In 2016 a full air-conditioning system was added to the kitchen of Ike’s Bistro and is in operation mornings from 5:30AM to 12:30pm and from 3pm to Midnight. Although the Air-conditioning is very energy efficient (VRF) still this is a significant increase in energy consumption.

WATER



Water use stable over the last years

LPG



Due to increased F&B covers there is a fractional higher LPG consumption per Guest Night